



Meals on Wheels™
Bega Valley

VOLUNTEER HANDBOOK 2024

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Bega Valley Meals on Wheels

Bega Valley Meals on Wheels (BVMOW) is a legal entity registered under the Co-operatives Act 1992 (NSW). BVMOW is a registered charity and governed by a volunteer Board of Directors. The Co-operative was established in 1993 to provide meals to the Bega Valley.

BVMOW is funded by Federal Government.

Mission of the Co-operative

The mission of the Bega Valley Meals on Wheels Co-operative Ltd is:

- Mission:** To provide client centred services that make a difference to the health, social well-being, and quality of life of our diverse community.
- Identity:** A trusted community organisation, working innovatively and collaboratively with other others in the interests of our clients.

Philosophy

Bega Valley Meals on Wheels believes in:

- The right of people to make choices in their own lives.
- The right of people to dignity, respect, privacy, and confidentiality.
- The right of people to be valued as individuals.
- The right of people to access services on a non-discriminatory basis.
- The right of people of the community to accountable and responsive services.

Acknowledgement of Country

Bega Valley Meals on Wheels acknowledges the Traditional Owners of the lands and waters of the Shire – the people of the Yuin and Monaro nations and offers our respect to Elders past and present.

The Universal Declaration on Volunteering

This declaration supports the right of every woman, man and child to associate freely and to volunteer regardless of their cultural and ethnic origin, religion, age, gender, and physical, social or economic condition. All people in the world should have the right to freely offer their time, talent, and energy to others and to their communities through individual and collective action, without expectation of financial reward.

The Universal Declaration on Volunteering was adopted by the Board of Directors of the International Association for Volunteer Effort (IAVE) in January 2001 in the Netherlands.

Volunteer Definition

Volunteering Australia defines Volunteering as time willingly given for the common good and without financial gain.

Volunteer Roles

- Board of Directors
- Flexible Respite
- Kitchen Assistants
- Meals on Wheels Deliverers
- Meals on Wheels Drivers
- Office Assistants
- Social Support Group
- Social Support Individual

Volunteers' Rights and Responsibilities

BVMOW recognises the valuable contribution to the service made by volunteers and actively encourages their participation because it:

- Enables volunteers to contribute to their community.
- Provides the opportunity for work experience and the development of new skills in Volunteers.
- Enhances the range of services available through Bega Valley Meals on Wheels and allows for wider community participation in the service.

Statement of Principles for the Recognition of Volunteers

Our organisation upholds these principles of care, respect and dignity for all our people:

- This organisation demonstrates a commitment to best practice in volunteer management and all our people respect and support this commitment.
- Our volunteers are involved in the life of the organisation and are included in decisions that affect them.
- This organisation provides volunteers with clarity about their roles and is clear about expectations and policies that impact on their roles.
- Our volunteers respect the roles of everyone in the organisation.
- This organisation recognises and celebrates the contribution of volunteers.
- Our volunteers are provided with training and professional development for their roles.
- This organisation provides all our people with the opportunity to resolve disputes with respect and dignity.
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Volunteer Agreement

All new volunteers must read and complete a Volunteer Application Form and a Volunteer Agreement before commencing with the service, this also includes a Privacy and Confidentiality Agreement.

Criminal History Record

A mandatory Federal Criminal History Record Check must be completed for all volunteers. This is updated every three [3] years.

Privacy and Confidentiality

Protecting the privacy and confidentiality of clients and volunteers, and ensuring stored information is properly used at all times is therefore of paramount importance to us. It is against the law to divulge information about another person without their expressed permission or if said information is in the public domain. Therefore:

- Any personal records are kept in a locked office and any computer records are password protected.
- BVMOW will not disclose any personal information to another person or agency unless we have your prior approval or if we are required to disclose the information by law.
- Volunteers are to maintain the privacy and confidentiality of information about clients or team members which they may obtain whilst using the service.

The Privacy and Confidentiality applies:

- In the workplace.
- At home.
- When talking with other volunteers and staff.
- In social environments.
- When talking with other clients.

Volunteer Supervision

All volunteers will be provided with a regular supervision session. These can be conducted by telephone or in person.

Volunteer Rosters

Volunteer rosters are produced quarterly and meal delivery volunteers on deliveries are supplied with a three [3] month roster so they know which days they are expected to work. A newsletter is also produced quarterly. These are both available for pick up from the main office or they will be posted or emailed out.

If you are unable to work on a rostered day please notify the office as soon as possible.

Volunteer Training

All volunteers are expected to undertake ongoing training to maintain and develop skills and update their knowledge base.

Some of your training will be 'on the job'. Some training and development will be provided exclusively for volunteers, some sessions may include paid staff.

Program Outcomes

BVMOW is funded by the Federal Government through the Department of Health and Aged Care (DOHAC) and the Department of Veteran's Affairs (DVA).

These programs are designed to support and ensure people who are frail and aged, people with a disability and carers, and veterans have adequate support and services to continue living in their own home and to access their own community.

Food Services deliver meals and food supplements to eligible clients in their homes.

Social Support is considered an early intervention type service and assists people with low to moderate needs. It may include outings, shopping, etc.

Flexible Respite supports the carers of eligible clients. The volunteers provide respite for the carer to have a break. A carer is someone who gives unpaid and ongoing support to a person who is frail aged or has a disability. This funding can be used in conjunction with other services or programs.

Social Support Groups are designed to provide a supported social outing on a weekly basis. Toussaint's Café is a drop in café for clients and their friends or family.

The Veteran's Community Support Services offers support, information and assistance to veterans and their families.

Code of Behaviour for Volunteers

The Code of Behaviour is a set of rules outlining standards of acceptable behaviour while working with clients. It makes it clear to all people what is expected and reduces confusion and possible conflict. Failure to abide by the Code of Behaviour may lead to the discontinuance of the volunteer role by the BVMOW. If circumstances arise that are not covered by guidelines, you should not act without consulting the Program Coordinator. Volunteers agree to:

- Abide by the philosophy and rules of the BVMOW.
- Treat clients with courtesy, respect and consideration, act on complaints and provide services to the best of their ability.
- Question things not understood.
- Ask for support or training at any time.

- Address any concerns with the Program Coordinator.
- Not discuss private and confidential issues of BVMOW with people outside the organisation.
- Not take illicit or illegal drugs or consume alcohol when on duty or on the premises.
- Inform the Program Coordinator of any gifts over the value of \$10.00 before accepting, and to include all approved gifts in the gift register.
- Not have sexual relationships with service clients.
- Not take clients to volunteers' homes.
- Not harass in any way clients, other volunteers, staff, or members of BVMOW.
- Not abuse, physically or verbally, clients, other staff, or members of BVMOW.
- Not give advice to clients, but refer any queries to the Program Coordinator.
- Not alienate clients from their family.
- Make no commitment to the provision of any other service or program for a client.
- Not undertake home visits outside of duties agreed upon with the Program Coordinator.
- Not supervise, train or oversee the activities of other volunteers or work experience placements, this excludes any mentoring role that may be agreed upon between the volunteer and the Program Coordinator.
- Use the BVMOW vehicles only if you are registered with our volunteer program and have signed the Vehicle Use Agreement.
- Not commit to the spending of the BVMOW funds or sign documents on its behalf.
- Follow the complaints and disputes procedure to try to resolve any conflicts with clients or members of BVMOW.

Relating to the Public

- Where a volunteer is subject to any level of abuse they are never to respond but immediately advise the Program Coordinator or, in their absence, another member of staff in regard to the situation and any relevant circumstances leading up to the incident.
- The volunteer should, where possible and practical, advise the member of the public that the matter will be referred to the Program Coordinator for follow up.

Code of Dress

Neat and clean clothing must be worn whilst on duty. This clothing must be appropriate to the Workplace Health and Safety considerations of the individual work responsibilities of each volunteer.

Volunteers must wear fully enclosed slip resistant footwear when engaged in providing services. Hairnets must be worn in the kitchen at all times. Clean aprons and gloves are also provided.

Volunteer Recognition

BVMOW celebrates Volunteer every year. A volunteer function is held to recognise all our volunteers.

Safety in Service Delivery

The responsibility for working safely is a dual responsibility between BVMOW and those who act on its behalf, to ensure that their health and that of all other persons is not put at risk.

BVMOW has a responsibility under the Work Health and Safety Act 2011 to provide a safe work environment. This encompasses the physical and mental environment, and also a responsibility to provide safe systems of work. Where hazards are identified, the risk they pose must be evaluated and appropriate control measures put in place to eliminate or minimise the risk.

As part of your induction and ongoing involvement, training will be provided in safe work practices for activities that you undertake. It is important to remember that you should not undertake any task until you have been trained to do it in the appropriate and safe manner. If at any time you are unsure of the safe method of undertaking any activity you must speak to your Program Coordinator.

Anti-Discrimination and Equal Opportunity

Australian law recognises two [2] ways in which discrimination may occur. These are direct discrimination and indirect discrimination.

- Direct Discrimination occurs when an individual or a group are marginalised or excluded because of age, gender, religion, sexuality, cultural background, or disability.
- Indirect Discrimination is less obvious and more difficult to identify. Generally, it must be shown that where a requirement or condition has been imposed which, even though neutral on its face, has an adverse impact on people with a particular attribute, in circumstances where that is unreasonable. As with direct discrimination, an intention to discriminate is not necessary.

Equal Opportunity

BVMOW has a dual responsibility in regards to Equal Opportunity. Firstly, as a provider of services, it must not discriminate against anyone in the provision of its services. Secondly, as an employer, it must ensure that those individuals that work for Bega Valley Meals on Wheels or act on its behalf such as volunteers are not subject to discrimination.

BVMOW has in place, an Equal Opportunity Policy that firmly states that we will not tolerate any form of discrimination in the workplace or in the provision of services.

Should you wish to seek advice about a matter of discrimination or equal opportunity you should first speak to the Program Coordinator for clarification. If this is not appropriate, or not the preferred option, you can approach the Manager.

Every complaint will be fully investigated, including obtaining the views of the person complained about. Where such an investigation shows that a volunteer has been found to have acted in a discriminatory manner, they will either be counselled or removed from the volunteer program, depending on the seriousness of the complaint.

Equipment and Social Media

Volunteers are generally permitted to use BVMOW equipment such as telephones, photocopier, computers, or internet for personal use provided that this does not impact negatively on their work or on BVMOW resources.

The use of BVMOW computers to access pornographic or gambling-related material is not permitted under any circumstances.

Volunteers must not make false or disparaging comments about staff, volunteers, clients or the organisation by email or the internet, or by the use of services such as Twitter, Facebook, or other social media networking sites.

Insurance

In line with legislation, BVMOW holds Public Liability Insurance covering personal injury and property damage. In addition, all people engaged in voluntary work on behalf of BVMOW are covered by our Voluntary Workers' Personal Accident Insurance.

Volunteers are encouraged to review their own motor vehicle insurance to ensure adequacy of cover. A car accident should be dealt with in the usual way by obtaining details from the other party/ies, report the accident to the Police and take up the matter with your insurer. As an extra protection and to 'close the gap' all people engaged in volunteering on behalf of BVMOW are covered by our Non-Owned Motor Vehicle Policy. You should talk to your Program Coordinator in the first instance if you wish to make a claim.

Also, to ensure you are covered under these insurance policies, volunteer workers must sign the attendance register or report form each and every time you perform a voluntary activity.

In the appendix there is a fact sheet of BVMOW Insurance Policies.

Motor Vehicles, Licences and Insurances

Only volunteers with appropriate current drivers licences and a signed Vehicle Agreement will be permitted to drive or operate any vehicles on behalf of BVMOW.

It is your responsibility to ensure the roadworthiness and registration of your own motor vehicle or any vehicle other than a BVMOW owned vehicle that you propose to use as part of your involvement in the volunteer program.

It is a requirement of BVMOW that volunteers must have a comprehensively insured vehicle to transport clients or other volunteers or staff.

To be covered by BVMOW insurance a volunteer's vehicle must have Compulsory Third Party (CTP) cover. BVMOW insurance will cover damages to a third party maximum of \$20,000. Cover for a volunteer's vehicle up to a maximum of \$15,000.

Any fines incurred, driving infringements or other offences committed are the sole responsibility of the driver of the vehicle. This applies whether you drive your own vehicle or a BVMOW vehicle.

You will be reimbursed for using your motor vehicle when asked to use it at the Program Coordinator's request to undertake activities associated with the volunteer program. You will be advised of the current rate of reimbursement by your Program Coordinator. Before payment is made you must submit a written claim that must be signed and approved by your Program Coordinator.

If you drive a motor vehicle as part of your involvement in the BVMOW Volunteer Program, you must notify your Program Coordinator if you lose your licence so that they can assign you to other activities within the volunteer program where this is possible.

Mobility Parking Scheme (MPS) Permits

BVMOW has Mobility Parking Scheme (MPS) Permits for all its vehicles. They are for people who unable to walk because of permanent or temporary loss of the use of one or both legs, or other permanent medical or physical conditions, or whose physical condition is detrimentally affected as the result of walking one hundred [100] metres, or who require the use of crutches, a walking frame, callipers, scooter, wheelchair, or other similar mobility aid.

All volunteers who use a MPS are required to read, understand, and sign an Organisational Conditions of Use, Parking Concessions and Driver Declaration.

Penalty for illegal use of a Mobility Parking Scheme permit exceeds \$500.

Volunteer Complaints and Disputes Procedure

It is possible that at some time during your involvement as a volunteer, matters will arise that are of concern to you. Most of these will be able to be resolved easily and informally by talking to your Program Coordinator.

Where this is not possible, the matter is not resolved, or is inappropriate to address this way, a formal process is in place and is detailed below. It is important to remember when

considering a grievance of any kind that these procedures are designed to deal with issues and not matters of personality differences.

Step One

You should approach the relevant Food service / Social Support Coordinator and or manager for discussion and advice on the issue. The discussion is confidential. You may wish to put your concerns in writing.

If you wish, you may ask someone to accompany you to the meeting with the Food service / Social Support Coordinator and or manager. This could be another volunteer, an advocate, a friend, or you can ask for a representative from BVMOW to attend as an independent observer.

Step Two

If the problem is not resolved in Step One [1] you may put the issue in writing to the Manager or arrange a meeting to address their concerns.

You may be accompanied by a representative of their choice. Volunteers may request that the other interested parties not be present at the meeting. A decision on the issue will be made and advise you of the decision within seven days.

However, where it is appropriate for BVMOW to maintain confidentiality in regard to any aspects of its investigation, you will not be given details of information where personal or other sensitive information is concerned.

Step Three

If a resolution has still not been reached, the complaint can be sent to the Chairperson of BVMOW.

Step Four

At all times BVMOW will endeavour to deal with all complaints fairly, promptly and without retribution. Complaints are seen as feedback to help improve our service. If a satisfactory resolution still cannot be reached, you may contact the Aged Care Quality and Safety Commission Complaints Scheme by telephone on 1800 951 822.

Providing Feedback

BVMOW is committed to continual quality improvement. We are always looking for ways to improve our services. If you have any suggestions to better serve you please speak to your Food service / Social Support Coordinator and or manager. We encourage you to always complete survey and feedback forms to assist in our quality improvement program.

Working with Clients

Duty of Care

As part of the Common Law Duty of Care, 'all persons must take reasonable care to see that others are not put at a foreseeable risk of injury, loss, or damage by the way in which they conduct themselves. This Duty of Care is owed to all persons that you may reasonably foresee may be affected by what you do'.

BVMOW is bound by this Duty of Care as well as the Work Health and Safety Act, 2011 to provide a safe work environment for all parties involved in service provision, including the client.

This is to be achieved by ensuring services are delivered in as safe a manner as possible by staff and volunteers trained to initially identify the risks involved in service delivery, and then to minimise these with safe work procedures. Volunteers will be informed of any risks and the safe work procedures before working with the client.

In a situation where:

- There is concern about the safety or wellbeing of the client.
- The client is unable or unwilling to consent to the appointment of an advocate. An advocate is a person who, with the authority of the client, represents the client's interests.
- Raise your concerns with the Program Coordinator.

What Makes a Good Volunteer?

A good volunteer:

- Arrives on time.
- Addresses clients by their proper name until asked otherwise.
- Introduces themselves.
- Speaks clearly but does not shout.
- Accepts client's directions with good grace.
- Is trustworthy and respectful.
- Is pleasant and relaxed with the client and shows patience.
- Is friendly and interested but not to the point of breaching privacy.

Respects client privacy:

- Does not pry. Clients do not have to tell you anything that does not affect your role as a volunteer.
- Does not impose personal beliefs or attitudes onto the client even if they try to do so with you.
- Does not give personal details so the volunteer can be contacted at home.

Communicates with the Program Coordinator:

- To raise issues of concern about the client.
- If there are criticisms or concerns about BVMOW.
- If the volunteer tasks don't suit or other options need to be explored.
- If the client requests things that are outside the program guidelines.
- To seek help or further training if needed.

Remembers to:

- Emphasise people's abilities, not disabilities.
- Encourage client independence and avoid dependency.
- Ask the client what needs to be done and does not assume.
- Politely refuses a task if you do not feel physically capable or ethically comfortable with performing the task.

Must never:

- Give advice and beware of 'accidental counselling'.
- Diagnose, judge, label or offer solutions.
- Promise delivery of a service or services.

Working with older people:

- Don't assume that they are 'past it' or have no zest for life.
- Encourage independence and let the client do as much as they can for themselves.
- Communicate honestly.
- Ask them to repeat something if you are finding a speech or language issue makes communication difficult.
- You may write a note if this helps communication when the client cannot understand you.

Some general guidelines for working with people with a disability:

- Ask how best to help the client with tasks.
- Offer help only when it is needed, but do not insist if the person refuses help.
- Don't hover. Treat people the same as you would like to be treated.
- Do not take wheelchairs and other mobility aids away unless requested. Their removal can strand the client.
- Relax and don't be patronising.
- Have fun, talk, and ask questions.

People with visual disabilities:

- Speak as you would to anyone else. Don't shout and avoid words like 'see'.
- When guiding offer your arm. Do not take a client's arm and push them along.

- In narrow places walk ahead and let them follow.
- When helping someone to sit place their hand on the back of the chair and tell them which way the chair is facing. Mention any features that may be relevant. e.g. wheels, arm rests, brakes, etc.
- When approaching stairs place their hand on the rail and say whether they will be going up or down.
- Open the door for the person and tell them when to go through.
- When crossing the street offer your arm and advise them when it is safe to cross.

People with a hearing or speech disabilities:

- Find out the person's preferred method of communicating. e.g. pen and paper.
- Face the person and speak clearly, not too fast or too slow. Do not cover your mouth.
- Don't give up, find another way of communicating.
- Be aware of audio cues the person may not hear such as the 'walk' signal at the lights or fire engines.
- Remember to include them in your conversations.

Working Alone and Entering Clients Homes

Working Alone

BVMOW is extremely aware of the risks associated with people working alone, whether they are volunteers or paid staff.

This means that a proper assessment of risks involved is undertaken and measures determined and implemented that remove or reduce the risks identified. The procedures in place to safeguard yourself while working alone include regular monitoring and communication, and appropriate responses by the person[s] monitoring your activities. You should not depart from the accepted procedures when working alone.

Where your activity involves you changing location you must ensure that the Program Coordinator is able to locate you at any given time. This can be achieved either by adhering to a pre-determined schedule or, if this is not practical or possible, carrying a mobile telephone with you at all times.

Your Program Coordinator is responsible in the first instance, in regard to your safety when working alone. If you have any concerns in this regard, at any time, you should discuss them with your Program Coordinator.

Entering Clients Homes

If you arrive at the house and the client does not answer the door, and this is unusual:

- If the door is unlocked, open it and call out.
- If there is no response. Call the office on 6492 4146.

- If you can see the client and they are injured or unconscious call an Ambulance on Triple 0 [000].
- Stay at the house until emergency services arrive.

If the client has had a fall:

- Do not attempt to lift them.
- Remain calm and reassure the client and family members.
- Check for signs of injury. Observe unusual body posture, active bleeding, bruising, pain or confusion. Ask the client if they are injured.
- If the client is unable to get to their feet / has an injury / acute confusion. Call an Ambulance on Triple 0 [000].
- If the client is found on the floor and has no obvious injury and is able to get to their feet or the client reports that they have had a fall. Call the office on 6492 4146.
- If in doubt call an Ambulance on Triple 0 [000].

If the client, you are visiting is seriously ill:

- Call an Ambulance on Triple 0 [000].
- Contact the office on 6492 4146.
- Do not give them food or drink.
- Stay with them until help arrives.

If you are concerned for someone's welfare:

- Do not act on your own.
- Do not inform the family.
- Do not pass on information without the permission of the client.
- Discuss your concerns with the Program Coordinator as soon as possible.
- You are entitled to discuss your concerns privately and have the information kept as confidential as is possible. There are legal guidelines which may take precedence.

Meal Delivery and Good Food Handling Practices

To meet the NSW Food Authority accreditation requirements, we must have a Food Safety Plan that meets the legislation. This includes Safe Food Handling for Vulnerable People. Our meals also have to meet nutritional guidelines.

Frozen Meals

Our frozen meals are stored and distributed throughout the Bega Valley Shire from our freezer in Bega.

Meal Delivery

Any damaged meals or food that is not frozen solid is not to be delivered. Please contact the Program Coordinator as soon as possible so replacement food can be arranged. Where the client is not home or not answering the door, please contact the Program Coordinator immediately. Frozen storage is available in delivery areas for later delivery.

Insulated Food Delivery Bags and Eskies

Food is never to be left in Bags or Eskies. Food deliverers are to sign the bottom of the run sheet for insurance purposes. Whilst each geographical area has its own unique procedure, this is a brief overview and more detailed orientation is provided using our buddy system and individual training. Please talk with the Program Coordinator if you have any questions.

Position Description - Board Member

Position Title

Board Member.

Reports To

The Board.

Position Description

The roles of the Board in governance and management are:

- Setting organisational policies and oversight of practices.
- Monitoring compliance with organisational policies and reporting against agreed performance standards.
- Setting annual priority policy areas around implementation of the Strategic Plan.
- Identifying / deciding on Bega Valley Meals on Wheels involvement in new or emerging issues and in issues raised from the sector.
- Making decisions about proposed changes to our existing policy position.
- Organisational leadership and advice.
- Organisation of the Board of Directors, officers, and committees.
- Financial management, including adoption and oversight of the annual budget.
- Oversight of program planning, development, implementation, and evaluation.
- Evaluation and development of staff and volunteers.
- Review of organisational and program reports.
- Promotion of the organisation.

Location of the Work

Duties will be undertaken at the Bega Offices.

Supervision

The Chairperson is responsible for all Board members and will procure regular training, and support for all board volunteers.

Volunteers Attending Meetings or Training

- Will be reimbursed for out of pocket and travel costs.
- Can make requests for specific skill development sessions.

Period Covered by the Position

- BVMOW prefer that volunteers commit to the Board for twelve [12] months.

Estimated Hours and Times

- Volunteers need to be available monthly for two [2] hours.
- There may be work outside of hours.

Training and Supervision Provided

- Orientation Training.
- Specialist training in governance and finance.

Special Conditions

- Completion of Volunteer Induction.
- Mandatory National Criminal Records Check every three [3] years.
- Be a financial member of the BVMOW and be voted onto the Board of Directors.

Volunteer Benefits

- Volunteers will receive reimbursement for kilometres travelled at a rate set by the Board of Directors and any agreed out of pocket expenses on presentation of an invoice.
- Insurance cover - professional indemnity, public liability and personal accident.

Position Description - Flexible Respite

Position Title

Flexible Respite Carer.

Reports To

Social Support Coordinator.

Program Description

The Flexible Respite Program provides support to carers. Respite is a short break from the usual caring or support arrangements.

The person the volunteer spends time with lives in the community and has a carer. People who live in supported accommodation like group homes or who live by themselves are not eligible for this service.

Volunteer Tasks

- Volunteers provide in home respite for carers to allow them to have a break. Volunteers interact with clients and ensure they have opportunities to access their community.
- One to one support, some volunteers who have a lot of work and / or life experience or may be linked with a person with specific needs to do a specific activity.
- Volunteers may be required to do manual handling when transferring clients into vehicles or to assist clients with meals.
- Where a volunteer is to perform these tasks, training will be provided.
- All volunteers in this service are carefully matched with clients. Clients, carers and volunteers all have the right to decline any particular support arrangements.

Volunteers are required to have:

- The capacity to understand the needs of people who are frail aged, or who have a disability and their carers.
- The ability to display empathy toward the client group.
- The capacity to develop appropriate personal boundaries.
- An understanding of and a commitment to confidentiality.
- A willingness to comply with the volunteer code of conduct.
- The ability to work as part of a team.

Volunteer Responsibilities

- Identify and report potential accidents, incidents, and hazards to the Program Coordinator.
- Report client concerns or feedback on volunteer activities.

Location of the Work

- Duties will be undertaken either in the client's home or in the community.
- Volunteers will be given some choice of work location.

Supervision

- The Coordinator is responsible for all volunteers and will provide regular training, supervision and support to volunteers

Volunteers attending team meetings or training:

- Will be reimbursed for out of pocket and travel costs.
- Can make requests for specific skill development sessions.

Estimated Hours and Times

- Variable depending on volunteer availability, client need and appropriate matching.

Training and Supervision Provided

- Orientation Training.
- Ongoing training as required or requested e.g. Dementia or mental health issues.
- Informal supervision as needed.
- Volunteer team meetings.

Special Conditions

- Completion of Volunteer Induction.
- Mandatory National Criminal Records Check every three [3] years.

Volunteer Benefits

- Volunteers will receive reimbursement for kilometres travelled at a rate set by the Board of Directors and any agreed out of pocket expenses on presentation of an invoice.

Position Description - Kitchen Assistant

Position Title

Kitchen Assistant.

Reports To

Food Services Coordinator.

Position Description

To deliver Meals on Wheels to frail aged people, people with a disability and their carers.

Duties may include such things as:

- Assisting in the kitchen to help prepare meals.
- A variety of kitchen duties, serving, cooking, cleaning and safe food handling.

Volunteers are required to have:

- The ability to display empathy toward the client group.

- The capacity to develop appropriate personal boundaries.
- An understanding of and commitment to confidentiality.
- A readiness to comply with the volunteer code of conduct.
- The ability to work as part of a team.

Volunteer Responsibilities

- Identify and report potential accident, incidents and hazards to the Coordinator.
- Report client concerns or feedback.
- Report inappropriate behaviour of client.

Supervision

- The Program Coordinator is responsible for all volunteers and will provide regular training, supervision, and support.

Volunteers Attending Meetings or Training

- Will be reimbursed for out of pocket and travel costs.
- Can make requests for specific skill development sessions.

Estimated Hours and Times

- Monday + Wednesday + Friday.
- 10.00 a.m. to 2.00 p.m.

Training and Supervision Provided

- Orientation Training.
- Ongoing training as required or request.
- Informal supervision as need.

Special Conditions

- Completion of Volunteer Induction.
- Mandatory National Criminal Records Check every three [3] years.

Volunteer Benefits

- Volunteers will receive reimbursement of kilometres travelled at a rate set by the Board of Directors and any agreed out of pocket expenses on presentation of an invoice.
- Insurance cover – public liability and personal accident.

Position Description - Meals on Wheels Deliverer

Position Title

Meals on Wheels Deliverer.

Reports To

Food Services Coordinator.

Position Description

To deliver Meals on Wheels to frail aged people, people with a disability and their carers.

Duties may include such things as:

- Delivering Meals on Wheels across the region.
- Collecting and distributing menus where applicable.

Volunteers are required to have:

- The ability to display empathy toward the client group.
- The capacity to develop appropriate personal boundaries.
- An understanding of and commitment to confidentiality.
- A readiness to comply with the volunteer code of conduct.
- The ability to work as part of a team.
- If driving, the volunteer must hold a current driver's license.
- The physical capability to handle an Insulated Food Bag weighing up to ten [10] kilograms.

Volunteer Responsibilities

- Identify and report potential accident, incidents and hazards to the Coordinator.
- Report client concerns or feedback.
- Report inappropriate behaviour of client.

Supervision

- The Program Coordinator is responsible for all volunteers and will provide regular training, supervision, and support.

Volunteers Attending Meetings or Training

- Will be reimbursed for out of pocket and travel costs.
- Can make requests for specific skill development sessions.

Estimated Hours and Times

- Variable depending on delivery runs and client requirements.
- Most delivery runs will be completed within two [2] hours.

Training and Supervision Provided

- Orientation Training.
- Ongoing training as required or request.
- Informal supervision as need.

Special Conditions

- Completion of Volunteer Induction.
- Mandatory National Criminal Records Check every three [3] years.

Volunteer Benefits

- Volunteers will receive reimbursement of kilometres travelled at a rate set by the Board of Directors and any agreed out of pocket expenses on presentation of an invoice.
- Insurance cover – public liability and personal accident.

Position Description – Meals on Wheels Driver

Position Title

Meals on Wheels Driver

Reports To

Social Support Coordinator.

Role Description

To deliver Meals on Wheels to frail aged people, people with a disability and their carers.

Duties may include such things as:

- Delivering Meals on Wheels across the region.
- Collecting and distributing menus where applicable.

Volunteers are required to have:

- The ability to display empathy toward the client group.
- The capacity to develop appropriate personal boundaries.
- An understanding of and commitment to confidentiality.
- A readiness to comply with the volunteer code of conduct.
- The ability to work as part of a team.
- If driving, the volunteer must hold a current driver's license.
- The physical capability to handle an Insulated Food Bag weighing up to ten [10] kilograms.

Volunteer Responsibilities

- Identify and report potential accident, incidents and hazards to the Coordinator.
- Report client concerns or feedback.
- Report inappropriate behaviour of client.

Supervision

- The Program Coordinator is responsible for all volunteers and will provide regular training, supervision, and support.

Volunteers Attending Meetings or Training

- Will be reimbursed for out of pocket and travel costs.
- Can make requests for specific skill development sessions.

Estimated Hours and Times

- Variable depending on delivery runs and client requirements.
- Most delivery runs will be completed within two [2] hours.

Training and Supervision Provided

- Orientation Training.
- Ongoing training as required or request.
- Informal supervision as need.

Special Conditions

- Completion of Volunteer Induction.
- Mandatory National Criminal Records Check every three [3] years.

Volunteer Benefits

- Volunteers will receive reimbursement of kilometres travelled at a rate set by the Board of Directors and any agreed out of pocket expenses on presentation of an invoice.
- Insurance cover – public liability and personal accident.

Position Description – Office Assistant

Position Title

Office Assistant.

Reports To

Manager.

Role Description

To assist with office duties and support services to frail aged people, people with a disability and their carers.

Duties may include such things as:

- Assist with general office duties such as filing, telephones, client services and programs.

Volunteers are required to have:

- The ability to display empathy toward the client group.
- The capacity to develop appropriate personal boundaries.
- An understanding of and commitment to confidentiality.
- A readiness to comply with the volunteer code of conduct.
- The ability to work as part of a team.

Volunteer Responsibilities

- Identify and report potential accident, incidents and hazards to the Coordinator.
- Report client concerns or feedback.
- Report inappropriate behaviour of client.

Supervision

- The Program Coordinator is responsible for all volunteers and will provide regular training, supervision, and support.

Volunteers Attending Meetings or Training

- Will be reimbursed for out of pocket and travel costs.
- Can make requests for specific skill development sessions.

Estimated Hours and Times

- Monday to Friday.
- 9.00 a.m. to 3.00 p.m.

Training and Supervision Provided

- Orientation Training.
- Ongoing training as required or request.
- Informal supervision as need.

Special Conditions

- Completion of Volunteer Induction.
- Mandatory National Criminal Records Check every three [3] years.

Volunteer Benefits

- Volunteers will receive reimbursement of kilometres travelled at a rate set by the Board of Directors and any agreed out of pocket expenses on presentation of an invoice.
- Insurance cover – public liability and personal accident.

Position Description - Social Support Group

Position Title

Social Support Group.

Reports To

Social Support Coordinator.

Position Description

To provide assistance to frail aged people, people with a disability and their carers in a centre-based environment.

Volunteers are required to have:

- The capacity to understand the needs of people who are frail aged, or who have a disability, and their carers.
- The ability to display empathy toward the client group.
- The capacity to develop appropriate personal boundaries.
- An understanding of and commitment to privacy and confidentiality.
- A readiness to comply with the volunteer code of conduct.
- The ability to work as part of a team.

Volunteer Responsibilities

- Report accidents, incidents, and hazards to the Program Coordinator. e.g. falls, trips, etc.
- Report client concerns or feedback on volunteer activities.
- Report inappropriate behaviour of client.

Location of the Work

- Duties will be undertaken in Bega and in Merimbula or outings.
- Volunteers will be given the opportunity to choose their work availability in consultation with the Program Coordinator

Supervision

- The Coordinator is responsible for all volunteers and will provide regular training, supervision and support to volunteers.

Volunteers Attending Meetings or Training

- Will be reimbursed for out of pocket and travel costs.
- Can make requests for specific skill development sessions.

Estimated Hours and Times

- Monday + Wednesday + Friday.
- 10.00 a.m. to 2.00 p.m.

Training and Supervision Provided

- Orientation Training.
- Ongoing training as required or requested.
- Informal supervision as needed.
- Volunteer team meetings.

Special Conditions

- Completion of Volunteer Induction.
- Mandatory National Criminal Records Check every three [3] years.

Volunteer Benefits:

- Volunteers will receive reimbursement of kilometres travelled at a rate set by the Board of Directors and any agreed out of pocket expenses on presentation of an invoice.
- Insurance cover – public liability and personal accident.

Position Description - Social Support Individual

Position Title

Social Support Individual.

Reports To

Social Support Coordinator.

Position Description

To provide Individual Social Support to frail aged people, people with a disability and their carers. Social Support may consist of assistance either within the home or while a person is accessing community facilities or services.

Duties may include such things as:

- Assistance with shopping.
- Home or social visits and companionship; undertake home visits after appropriate training and orientation.
- General household support such as reading and writing letters, assistance with form filling, taking clients to pay bills and do banking etc.
- Assisting to attend and / or assisting at social and recreational events.
- Transport where required for the above activities.

Volunteers are required to have:

- The capacity to understand the needs of people who are frail aged, or who have a disability, and their carers.
- The ability to display empathy toward the client group.
- The capacity to develop appropriate personal boundaries.
- An understanding of and commitment to privacy and confidentiality.
- A readiness to comply with the volunteer code of conduct.

- The ability to work as part of a team.
- The volunteer must hold a current driver's license if driving clients and have at least third-party property insurance on the vehicle used.

Volunteer Responsibilities

- Report accidents, incidents and hazards to the Coordinator. e.g. falls, trips, etc.
- Report client concerns or feedback on volunteer activities.
- Report inappropriate behaviour of client.

Location of the Work

- Duties will be undertaken either in the client's home or in the community.
- Volunteers will be given a choice of work location, although the cost of fuel may limit the amount of work that is able to be offered to them.

Supervision

- The Coordinator is responsible for all volunteers and will provide regular training, supervision and support to volunteers.

Volunteers Attending Meetings or Training

- Will be reimbursed for out of pocket and travel costs.
- Can make requests for specific skill development sessions.

Estimated Hours and Times

- Variable depending on volunteer availability, client need and appropriate matching.

Training and Supervision Provided

- Orientation Training.
- Ongoing training as required or requested.
- Informal supervision as needed.

Special Conditions

- Completion of Volunteer Induction.
- Mandatory National Criminal Records Check every three [3] years.

Volunteer Benefits

- Volunteers will receive reimbursement of kilometres travelled at a rate set by the Board of Directors and any agreed out of pocket expenses on presentation of an invoice.
- Insurance cover – public liability and personal accident.

Volunteer Induction Checklist

In line with best risk management practices, a volunteer should be inducted into an organisation and provided with copies of all relevant policies and key documents, and other relevant guidance or training in relation to the position.

Task	✓ or ✗	Comment / Follow up
Police Check result received		
Application Form		
Code of Conduct		
Fuel Reimbursement Agreement		
Mobility Parking Scheme Agreement		
Privacy and Confidentiality Agreement		
Timesheet and Runsheets		
Vehicle Usage Agreement		
Volunteer Agreement		
Volunteer Handbook		
I'm Alert Module (food safety)		

Volunteer's Name	
Volunteer's Signature	
Conducted By Name	
Conducted by Signature	
Induction Date	



Volunteer Application

First Name:		Last Name:	
Preferred Name:			
Address:			
Email:			
Phone:		Date of Birth:	
Emergency Contact:		Relationship:	
Telephone (H)		Telephone (M)	
Do you have health conditions we need to be aware of?			
Do you have a Driver's Licence:		Type of Licence:	
<input type="radio"/> Yes <input type="radio"/> No			
Do you have a car?	Yes / No	Licence No:	
Type of car:	Car Insurance Full / 3 rd Party Property		
At times, BVMOW uses photographs of volunteers in publicity material such as local newspapers, newsletters or web site. Do you agree to allow us to publish photographs that may be taken of you during your activities as a volunteer? <input type="radio"/> Yes <input type="radio"/> No			

Print Name	
Signature	
Date	



Volunteer Agreement

As a volunteer you have a number of rights and responsibilities. To ensure you have access to these at all times they are set out below.

If you have any questions at any time about these rights and responsibilities you should speak to your Program Coordinator in the first instance.

I _____ understand that

volunteering is a mutual arrangement and as such, any agreement to undertake activities on behalf of Bega Valley Meals on Wheels is done only with the consent of the volunteer. Either party may terminate the arrangement at any time by notification to the other party.

I understand I will be reimbursed a set amount per kilometre travelled in working with clients and any agreed out of pocket expenses. No payment will be made for any volunteer activity undertaken.

The undertaking of volunteer activity does not create any right or expectation of future paid work.

Volunteers operate under an ethical responsibility to undertake the activities that they commit to but are under no legal obligation to attend or carry them out.

There are no punitive steps that Bega Valley Meals on Wheels can take other than to discontinue a relationship should a volunteer not adhere to their commitment, unless there is a legal obligation to do so.

If I am unable to undertake or complete any assigned task or activity, or where I am unsure of how tasks are to be performed, I will seek clarification from my Program Coordinator.

I am expected to be courteous at all times to staff, clients, the public and other volunteers.

I am expected to provide sufficient notice when I can't attend an activity. I understand that short notice can interfere with schedules and client's plans.

Under the Work Health and Safety Act 2011 I must follow reasonable direction given by Bega Valley Meals on Wheels Plus, its agents or representatives in regard to safety practices and

procedures. Under the Act I am also expected to take reasonable responsibility for my own health and safety as well as the health and safety of others.

Any property or equipment that is provided for use during my placement is only to be used to undertake tasks assigned to me and remains the property of the Bega Valley Meals on Wheels at all times. e.g. Mobility Parking Permits, wheelchairs, etc.

While undertaking tasks under the direction of the Bega Valley Meals on Wheels Plus, its agents or representatives, I will be indemnified by the BVMOW Public Liability Insurance for any injury or damage caused by my actions, other than where I wilfully or deliberately cause that injury or damage.

Should I suffer any injury I must notify my Program Coordinator immediately. Should I become aware of an injury to another party or damage to property I must notify the Program Co-ordinator.

Print Name	
Signature	
Date	



Meals on Wheels

Bega Valley

Volunteer Privacy and Confidentiality Agreement

This agreement is designed to ensure that personal information about volunteers, clients and team members is only used to provide services and to ensure the efficient and effective administration of the Bega Valley Meals on Wheels services and activities. Abuse of, or carelessness with private and confidential information can not only compromise the dignity and independence of volunteers, clients or team members but can in some cases pose a direct threat to their health and safety. Protecting the privacy and confidentiality of volunteers, clients and team members, and ensuring information is properly used at all times is therefore of paramount importance to BVMOW.

Types of information, which shall be treated as Private and Confidential

The BVMOW Privacy and Confidentiality Agreement covers the following information relating to clients and team members:

- Names, addresses, telephone, fax and email.
- Disabilities or special needs.
- Health conditions.
- Behavioural conditions.
- Occupations or lifestyle.
- Financial dealings or status.
- Acquaintances or friends.
- Religion / cultural background.
- Complaints or disputes.
- Personal details.
- Disciplinary, appraisal or grievance procedures.
- Audio-visual information and images.

NB. Private and confidential information can occur in verbal, written, photographic, audio or computer record form.

Scope of the Agreement

BVMOW Privacy and Confidentiality Agreement applies:

- In the work place.
- At home.
- When talking with other staff and volunteers.

- When dealing with volunteers / team members of other agencies or institutions.
- In social environments.
- When talking with other clients.

Volunteers and team members will recognise and adhere to the following criteria:

1. That as a volunteer / team member of the BVMOW, I may learn certain facts about people that is of a highly personal and confidential nature.
2. I understand that such information may include medical conditions and treatments, sexual orientation, relations with family members, names and addresses of individuals and their friends and family, financial status and other information collected verbally and or in writing.
3. I will not disclose such information about a person(s) to any other person(s) without the express consent of the person(s) concerned. This consent may be gained at initial point of contact for the purposes of referral and / or specific service delivery and may be gained as a 'blanket consent'.
4. I accept that a breach of these conditions may result in disciplinary action, instant dismissal, civil proceedings, or all of the actions stated.
5. For the purpose of this agreement a breach of privacy and confidentiality is defined as being an act or statement which could be either:
 - Intentional or unintentional.
 - Frivolous.
 - Malicious.
 - Unrelated to service delivery.
6. I understand if I breach an individual's privacy and confidentiality, that person is entitled to sue me for damages, and the Bega Valley Meals on Wheels will not indemnify me for such damages.

Print Name	
Signature	
Date	



Meals on Wheels

Bega Valley

Volunteer Fuel Reimbursement Details

Volunteers often incur fuel expenses in the course of carrying out their duties for Bega Valley Meals on Wheels Plus. This is reimbursed at the current rate as approved by the Australian Taxation Office (ATO) at the time.

I wish to be reimbursed by direct deposit into my bank account Yes No

My bank account details are as follows:

Bank Name	
Bank Account Name	
Bank State Branch (BSB) Number	
Account Number	

Print Name	
Signature	
Date	



Meals on Wheels

Bega Valley

Volunteer Vehicle Agreement

As a volunteer for Bega Valley Meals on Wheels I understand that my safety and the safety of others is important. I understand that driving involves certain rights and responsibilities and as a volunteer I agree to:

1. Provide evidence of my current driver licensed status on a yearly basis.
2. Provide evidence of my current registration and insurances on a yearly basis.
3. Comply with all laws and regulations concerning driving, including laws pertaining to the use of seat belts, parking, mobile telephone use and speed limits.
4. Not driving under the influence of alcohol or drugs or medication.
5. Being responsible for any fines / parking infringements encountered, and any repairs as a result of damage from reckless or deliberate misuse of the vehicle.
6. Notifying the Coordinator of any traffic infringement notices I receive.
7. Complying with all of BVMOW policies and procedures and any directions provided by the Coordinator.
8. Promptly notifying the Coordinator of any hazards, vehicle defects or road conditions that might affect my safety or the safety of those I am driving.
9. If involved in an accident, I agree to complete an Accident Incident Hazard Report provided by BVMOW and to cooperate with the Police, BVMOW and Community Underwriters who are BVMOW insurers.

I acknowledge that if I drive my own vehicle on behalf of BVMOW adequate insurance will always be in force; and I also understand that as a volunteer driver, the limits and coverages provided by my personal automobile insurance are applicable to any accidents or incidents that involve my vehicle, including those that occur while I am serving as a volunteer driver for BVMOW.

I hereby acknowledge that I have read and understood the above rights and responsibilities and agree to abide by these provisions.

Print Name	
Signature	
Date	

Volunteer Mobility Parking Scheme Conditions of Use



Mobility Parking Scheme (MPS)

Organisation – Conditions of use, Parking concessions and Driver declaration

- Disability parking permits are issued to organisations providing transport for eligible persons with a disability.
- This form is provided by Roads and Maritime Services (Roads and Maritime) to inform organisations of the Conditions of Use of the disability parking permits issued by Roads and Maritime.
- Organisations should use this form to obtain a written acknowledgement from their staff and volunteers of these Conditions.
- Information on the parking concessions is also provided.

Who is eligible?

To be eligible for a MPS permit, a person must be unable to walk because of permanent or temporary loss of the use of one or both legs or other permanent medical or physical condition, or whose physical condition is detrimentally affected as a result of walking 100 metres, or who requires the use of crutches, a walking frame, callipers, scooter, wheelchair, or other similar mobility aid. Permits are also available to people who are permanently blind. Applicants that do not meet the eligibility criteria will not be issued a permit.

The minimum age for an applicant for a MPS permit is 3 years old.

An organisation is eligible for a disability parking permit if it provides transport services for a person meeting the above criteria.

Displaying your disability parking permit(s)

From September 2010, Mobility Parking Scheme (MPS) permits must be displayed in an Australian Disability Parking permit, as provided by Roads and Maritime Services (Roads and Maritime). As a courtesy, Roads and Maritime can supply a suction cup to attach the permit to the vehicle window. Organisations are not required to use this device and may use other methods that do not obscure the permit details or the driver's vision.

If you choose to use the suction cup, the manufacturer advises that the suction cup's effectiveness is improved when used on a clean windscreen. Use of an alcohol wipe is recommended as some window cleaners may leave a residue.

Conditions of use

A MPS permit is issued subject to the following conditions and heavy penalties may apply for failing to adhere to these conditions:

- a) The permit must be inserted and displayed in the plastic sleeve on the Australian Disability Parking permit provided to you by Roads and Maritime.
- b) The permit must only be displayed when the vehicle is being used to transport a person that is eligible to hold a permit. It must not be used to visit or run errands for an eligible person when that person is not being transported in the vehicle.
- c) The permit should be displayed unobscured on the left hand (passenger) side of the vehicle on either the vehicle's windscreen, or on any window. If this is not practicable, it should be placed in an area where the whole of the permit may be viewed from outside the vehicle. The sides marked 'THIS SIDE UP' or 'DISPLAY THIS SIDE' must face out. The permit may be attached to the vehicle by any method that does not obscure any of the permit details or the vision of the driver when the vehicle is in motion.
- d) The permit must be produced on direction from a police officer or other authorised officer.
- e) The permit is valid until the date of expiry, unless it is revoked.
- f) The permit can no longer be used once it expires. It must be renewed and a current permit displayed for any disability parking concessions.

- g) The permit must be returned to a motor registry on expiry, if it is revoked by Roads and Maritime or as soon as its use is no longer required e.g. the organisation no longer transports people eligible for a permit.
- h) The permit must not be reproduced, copied, defaced, altered or destroyed.
- i) The permit is not valid if reproduced, copied, defaced or otherwise altered or where one or more of the details on the permit (e.g. card number or expiry date) are illegible.
- j) If the permit is used in another State or Territory, it may be used in accordance with their prevailing parking concessions.
- k) The permit may be confiscated by an authorised officer and/or revoked by Roads and Maritime for misuse or breach of any of these Conditions of Use.
- l) An organisation issued with a permit is responsible for monitoring and recording the use of the permit at all times (eg by recording the use of the permit in a logbook).
- m) The permit is subject to other such conditions that may be imposed by Roads and Maritime.

Parking concessions

The disability parking permit entitles vehicles to park in spaces marked with a symbol for people with a disability. The permit also provides parking concessions in other spaces:

- When parking in a metered, coupon or ticket parking areas, no charge is applied.
- Where parking is limited by a sign to more than 30 minutes, the vehicle can park for an unlimited time.
- Where parking is limited by a sign to 30 minutes, the vehicle can park for 2 hours.
- Where parking is limited by a sign to **less** than 30 minutes, the vehicle can park for a maximum of 30 minutes.
- At a 'No Parking' sign vehicles may park up to 5 minutes, and the driver must remain within the vehicle or within 3 metres of the vehicle to drop off or pick up passengers or goods.
- All other parking rules apply.

When do the concessions apply?

The parking concessions apply when the disability parking permit is displayed on the vehicle when it is being used to transport an eligible person with a disability.

Hotline

Abuse of the MPS can be reported by phoning 1300 884 899 or emailing Customer_Service_Centre@rms.nsw.gov.au

Driver declaration

I have read the above Conditions of Use and parking concessions for the disability parking permit issued to: *(insert)*

Name of Organisation

and agree that I will use the permit accordingly.

Signature

Name of driver *(please print)*

Date

day	/	month	/	year
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Roads & Maritime Services ABN 76 236 371 088

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